Arca2600

Teller-Assist Currency Dispenser

User Guide

arcaltech systems

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Purpose of This Manual

This manual is designed to give a basic overview of the Arca2600.

IMPORTANT: The documentation for the Arca2600 dispener model also services the Arca2500 dispenser model.

The following topics will be covered:

- Basic Features of the Arca2600
- Operation of the Arca2600
- Troubleshooting Guide

Related Documents

For more detailed information on the Arca2600, you may want to consult the following documents that are available in addition to this User Manual:

- Arca2600 Site Prep & Installation Guide (Document No. 700-305-3170)
- Arca2600 Service Manual (Document No. 700-305-4170)
- Compass Setup Guide (Document No. 700-305-1053)
- Dispenser Software User Guide (Document No. varies depending on software interface).

To order any of this related documentation, contact ArcaTech Systems.

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1 Overview

Arca2500 Users

The ArcaCash 2500 and 2600 models are teller-assist cash dispensers designed to fill the need for greater speed, efficiency, and accountability in a wide variety of cash handling environments. The Arca2600 and Arca2500 models are almost identical, therefore this Arca2600 Guide also services the Arca2500 dispenser model with difference noted where appropriate. The Arca2500 model has five currency cassettes and the Arca2600 has six cassettes. Other than a few slight differences (e.g. overall height, number of cassettes, dispenser control board), these models are virtually identical.

What is the Arca2600?

The Arca2600 is a teller-assist cash dispenser designed to fill the need for greater speed, efficiency and accountability in a wide variety of cash handling environments. Currency or other documents of value are stored securely, yet remain readily accessible by authorized personnel.

Because the Arca2600 dispenses at a rate of over seven notes per second, you will be able to process transactions faster than is possible when manually counting cash-back amounts. With a counting accuracy of 99.9999%, the Arca2600 will eliminate virtually all of your balancing discrepancies.

The Arca2600 interfaces with most teller software platforms to allow seamless integration into your normal workflow.

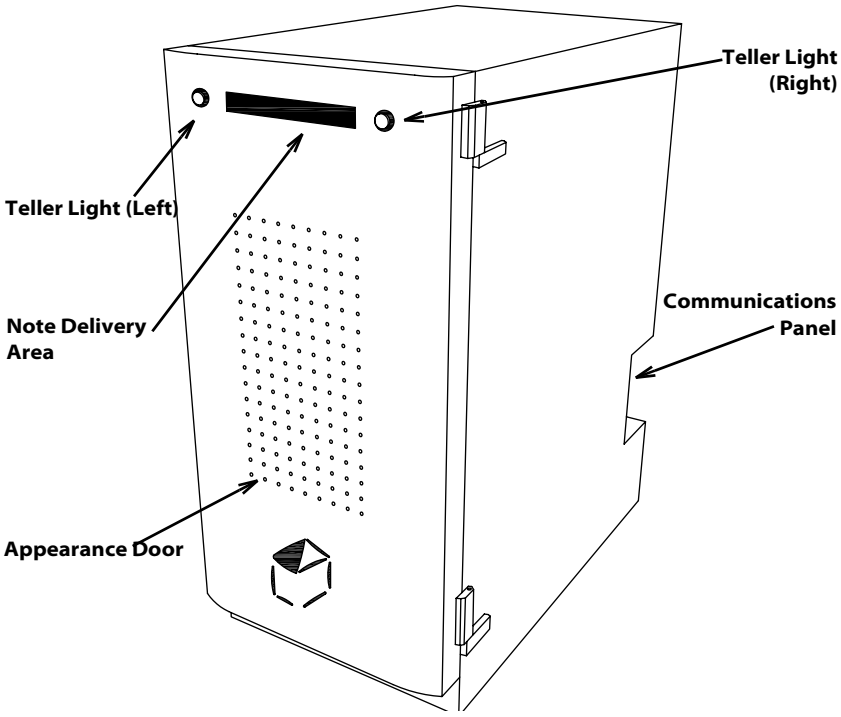

Figure 1-1: Exterior of Front Access Arca2600

Theory of Operation

Operation of the Arca2600 is simple. Currency cassettes are loaded with cash and locked inside the safe. Communication ports on the outside of the safe are used to connect up to three teller terminals to the dispenser. Operators use their workstations normally and the Arca2600 automatically dispenses the cash during cash out transactions.

A system of sensors evaluates each bill picked from the cassettes and sends any unfit bills to a divert area. The cash is delivered through the note delivery shutter and lights on the front of the safe indicate which operator's request has been processed. The note delivery area and teller lights are located on the front of the appearance door on Front Access models and on the rear of the safe unit on Rear Access models. The operator simply removes the cash and passes it on to the customer (the dispenser in the Arca26000 is proven to be more than 99.999% accurate), eliminating the time-consuming task of counting and re-counting currency.

2 Basic Features

The ArcaCash 2500/2600 consists of the following:

- Safe enclosure
- Dispenser mechanism
- Intelligent control system (Compass Control Board)

Safe Enclosure

Exterior

The UL 291 Level 1 (24 hour) safe allows for overnight storage of loaded currency cassettes inside the unit. The exterior dimensions of the safe are listed in Table 2.A.

Table 2.A: Exterior Safe Dimensions

	ArcaCash 2600
Width of Safe	18 in (457 mm)
Height of Safe	38.5 in (978 mm)
Depth of Safe	29.5 in (xxx mm)
Total Depth of Safe with Appearance Door	32 in (813 mm)

Both units fit easily under standard counters. The safe exterior has a durable, scratch resistant coating. Exterior features include:

- Appearance door with keyed lock
- Note delivery area with protective shutter
- Two teller indicator lights
- Communication panel
- Communication cables
- Safe lock and door handle

An **Appearance Door** is mounted to the front of the safe which conceals the safe door lock. This outer door provides an extra level of security by making the unit appear less like a safe. The door features a keyed lock to further limit access.

The **Note Delivery Area** is designed to present notes to the tellers as they are dispensed. A shutter opens and closes automatically when notes are presented and removed from the delivery area. Notes are accessed

from the front of the cosmetic door on Front Access models and from the rear of the safe on Rear Access models.

Teller Indicator Lights are located on the upper left and right corners of the unit, just above the note delivery area. These lights illuminate to indicate which teller dispensed the cash present in the note delivery area. When the cash is removed, the appropriate light will turn off automatically.

The **Communications Panel** is located on the lower right rear side of the safe. The panel (see **Figure 2-1**) consists of six RJ45 serial ports and an A/C power plug. The six ports are designed to accommodate Teller 1, Teller 2, Vault Buy Terminal, Coin 1, Coin 2 and a port reserved for future LAN connectivity.

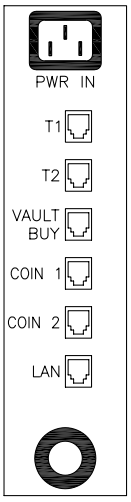

Figure 2-1: Communications panel

Communication Cables are connected from the panel to teller terminals (stations). The cables needed for your specific configuration are available with the ArcaCash 2500/2600. See the *Parts and Ordering Guide* in the Site Preparation and Installation Manual (700-305-3170) for part numbers and descriptions of these cables.

A standard **Lock and Door Handle** (both combination/key and digital locks are available) are mounted on the safe door and serve to secure the cash and prevent unauthorized access. In order to open the safe, the teller or supervisor must first unlock the safe, then rotate the handle and pull the door open. Optional electronic mechanisms with features such as time delay, duress alarm activation and electronic audit trail can be

installed to increase the level of security. Please refer to the documentation provided with your lock for details.

Interior

The safe interior contains the currency dispenser unit, control boards, the on/off switch, the safe-door switch, dispenser mounting rack, an internal cable harness and a power supply.

The **On/Off Power Switch** is located on a bracket just under the note presenter near the top of the dispenser unit.

The **Safe-Door Switch** is located beside the on/off switch on the same bracket. Designed to cut power to the cash dispenser when the safe door opens, it ensures that the ArcaCash 2500/2600 is not allowed to dispense money with the door ajar.

The ArcaCash 2500/2600 Controller (**Compass Control Board**), designed by ArcaTech Systems, acts as the interface between the teller system and the cash dispenser. This control system is found in an enclosed housing inside the lower, front right of the safe interior. Cabling from this unit runs to the dispenser, console, power supply and exterior communications ports.

The **Dispenser Sliding Rack** which is mounted to the bottom of the safe allows the cash dispenser to slide in and out of the safe for easy service access.

Internal Cabling is anchored to the interior wall of the safe. The internal cabling consists of communication cables for the ArcaCash 2500/2600 circuit boards, external communication ports, and power wiring.

The **Power Supply** is anchored to the wall of the safe, providing power for the ArcaCash 2500/2600 logic boards and dispenser motors.

Information on optional equipment such as alarm interfaces are available in separate manuals provided by the manufacturers of those options.

Dispenser Mechanism

The currency dispensing mechanism inside the ArcaCash 2500/2600 is the same as the mechanism found inside many ATMs worldwide.

In general, the end user should not attempt to service the dispenser itself. The basic features will be described here, but please refer to the

ArcaCash 2500/2600 Service Manual for detailed specifics on the operation and care of the dispenser.

The cash dispenser is equipped with the dispenser **Control Board**. This control board was installed by the mechanism manufacturer and controls the basic dispense operations.

The dispenser holds up to five or six **Currency Cassettes** and can be configured to dispense up to six different bill denominations. Each cassette consists of a base, body, and lid. Inside the cassette there are note guides and a pressure plate to hold the money in place. A low note sensor signals the ArcaCash 2500/2600 when the quantity of notes becomes low. For illustrations and more information, refer to *Chapter 3: Operations Overview*.

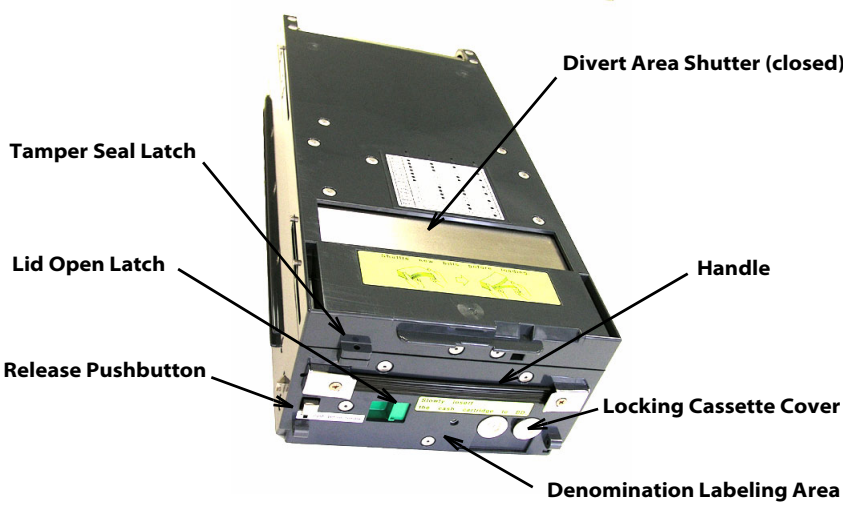

Figure 2-2: ArcaCash Currency Cassette

Intelligent Control System (Compass Control Board)

The intelligent control system provides the key functionality that allows the ArcaCash 2500/2600 to operate in a teller-assist environment. It consists primarily of a processor and printed circuit board (PCB) that is mounted in a closed bracket on the inside safe wall. This array is referred to as the Compass Control Board throughout the documentation.

The intelligent control system manages the communication traffic between one to three different teller workstations and stores information, such as dispenser and error totals. All of the sensors in the unit are monitored by the Compass Control Board. If coin dispensers are being used, the intelligent control system drives the coin dispensers as well.

3 Operations Overview

Select a Location

When selecting a location for the Arca2600, you should consider its convenience for tellers and verify that you have enough space to service and load the dispenser. Refer to the *Arca2600 Site Prep & Installation Guide* for specific details on selecting and preparing the best location.

Convenience for Tellers

Convenience for tellers should be the primary criteria for selecting the most suitable location for the Arca2600. In most instances, the dispenser fits under standard counters and can be mounted without any modification to the existing counter top. The note delivery area should be within reach of the tellers.

Service and Loading Clearance

Verify that the area required to swing the safe door open and fully extend the dispenser unit for servicing are free from any unmovable obstructions. Refer to the *Site Prep & Installation Guide* for exact measurements.

Initial Setup

Service technicians will install the dispenser initially and properly connect all power and communication cables, as well as any other teller device(s) or optional coin dispenser(s). Please refer to the *Arca2600 Service Manual* for detailed instructions on proper connection of communication cables.

The Arca2600 can be configured for up to four denominations. Before the Arca2600 is used for the first time, you must determine how many denominations will be used and configure the cassettes appropriately. The Cassettes should be clearly labeled according to type and denomination.

The currency cassettes are each identified by type according to your particular dispensing requirements. Each different denomination must use a unique cassette type. The cassette types are configured using magnets located in a panel attached inside the top of the cassette by two thumb screws. **Figure 3-1** illustrates how the magnets should be placed.

The magnet placement chart can also be found on the outside lid of the cassette.

CASSETTE TYPE	US Denomination	MAGNET CONFIGURATION = Magnet Present			
		D	C	B	A
1	$1	●	●	●	
2	$5	●	●		●
3	$10	●	●		
4	$20	●		●	●
5	$50	●		●	
6	$100	●			●

Figure 3-1: Cassette types, denomination and magnet placement in dispenser cassettes placement.

Cassettes of each type (1, 2, 3, 4, 5, or 6) should be labeled on the outside and loaded only with a specific denomination. Label each type 1 with $1s and always load that denomination in the cassette. Label and load type 2 with $5s and so on until you finish labeling and loading the cassettes.

Cassette typing is typically handled at the time of installation, but in the event you want to change the denominations in use, a configuration change must be made. Please refer to the **Setting Cassette Types** procedure in *Chapter 5 of the Arca2600 Site Prep & Installation Guide* for more information on changing cassette types.

Important:
There must be a cassette in the top position for the unit to operate.

The divert area for notes is incorporated into the top cassette. The divert shutter opens when the cassette is placed in the top position.

Start Up Procedure

Turn on the power switch mounted on a bracket under the cash presenter located inside the safe. Both green teller indicator lights should blink in an alternating pattern for a few moments during initialization and then turn off again.

If the unit does not turn on, you should make sure that the safe door is fully closed, the power cord is properly plugged into the unit and the power outlet, and that the circuit breaker is on. If you still do not have power, turn the power switch off and then on again. If the dispenser does

not power up on this second try you should contact your service representative.

Loading the Cassettes

Loading cassettes with notes is not complicated, but should be done carefully to ensure proper operation of the unit. An authorized person must open the safe door in order to access the currency cassettes.

Used currency should be prepared by holding a bundle of approximately 100 notes in one hand and fanning through the notes with the other, checking for obvious defects such as:

- Adhesive tape on the surface of the notes
- Staples, pins or any foreign matter attached to the notes
- Torn or limp notes with pin holes
- Two or more notes stuck together
- Corner folds (straighten as required)
- Folded notes

Any notes considered unacceptable should be removed. New or uncirculated currency should be fanned out several times (as illustrated in **Figure 3-2**) before loading into the cassette.

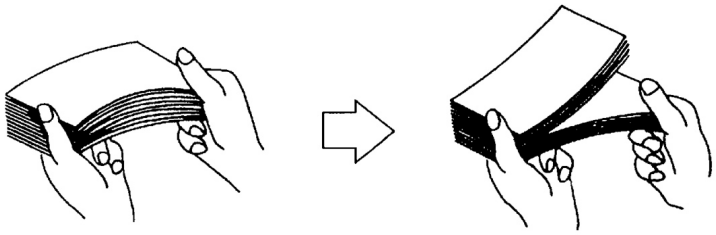

Figure 3-2: Fan currency before loading into cassette.

Replenishing Notes in a Cassette

1. With the safe door open, locate and press the green cassette release button on the front, left side of the desired cassette. The cassette should move forward slightly. Pull the cassette the rest of the way out

of the dispenser by the handle located on the front of the cassette.

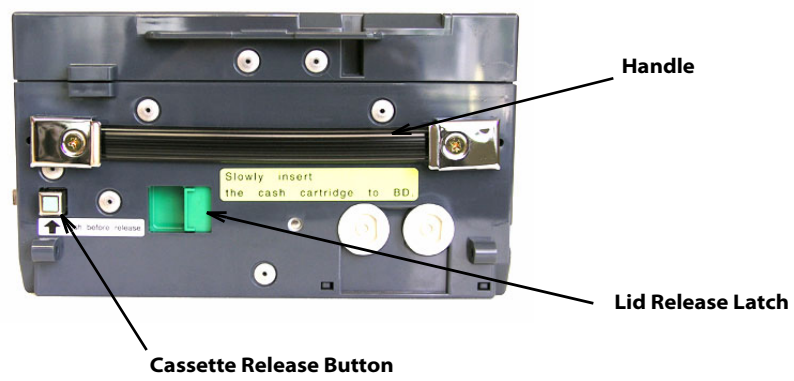

Figure 3-3: Rear of Cassette

2. To open the cassette lid, push the green lid release latch to the right and lift the lid of the cassette while holding the latch to the right.
3. Raise the lid completely so that it rests in the open position.

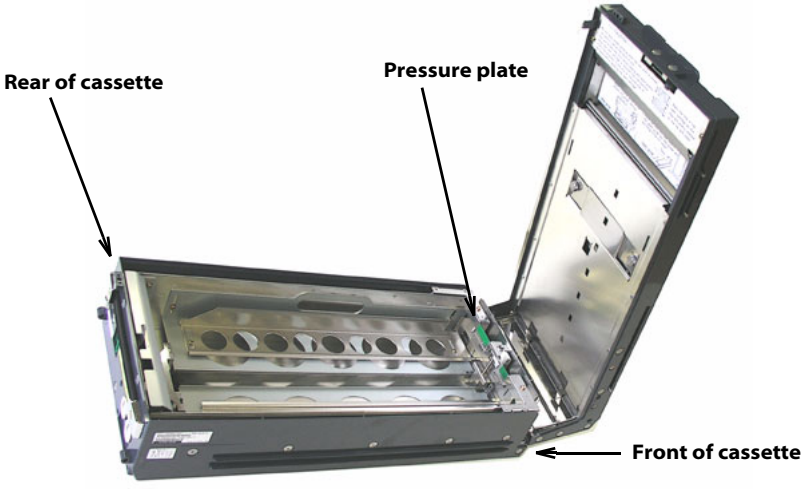

Figure 3-4: Open Cassette

4. Pull the pressure plate from its home position (as shown in **Figure 3-5**) with the green marked handle behind the plate until it reaches the rear of the cassette.

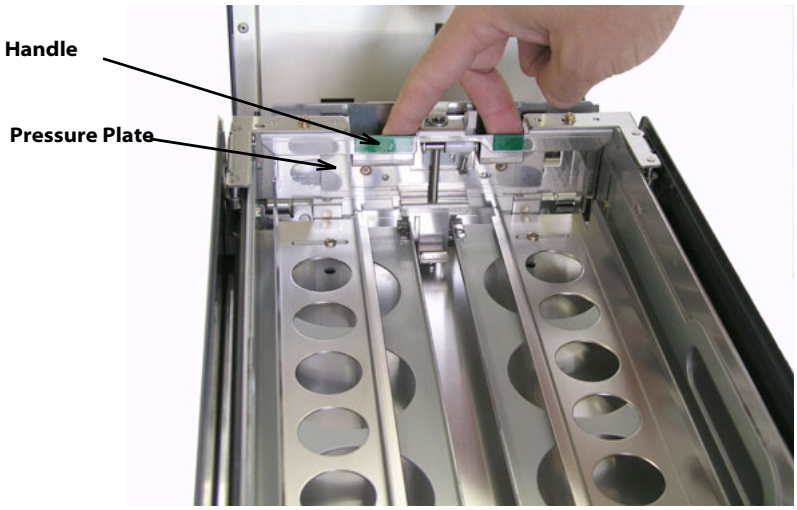

Figure 3-5: Pressure Plate

5. When the pressure plate reaches the rear of the cassette, a latching mechanism will engage. Release the handle and it should remain at the rear of the cassette.

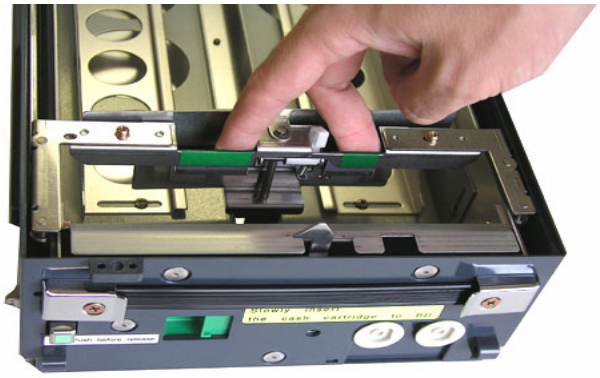

Figure 3-6: Pressure plate latches at rear of cassette to prepare for loading.

6. Align the edges of the notes to be loaded by holding a bundle loosely between the fingers and thumbs of both hands and tapping lightly on

a flat surface, then tapping the note ends.

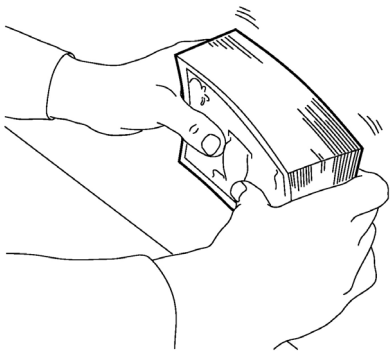

Figure 3-7: Align currency before loading.

7. Load the notes into the cassette. Please note that when you are loading the cassette you should alternate packs/bundles of 100 notes, making sure that notes are not shifted.

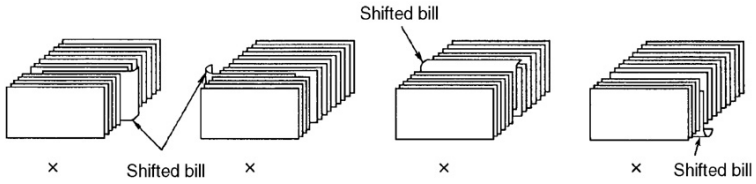

Figure 3-8: Check for bills out of alignment

8. Continue loading until the required amount is loaded. Do not overfill or force notes into the cassette.

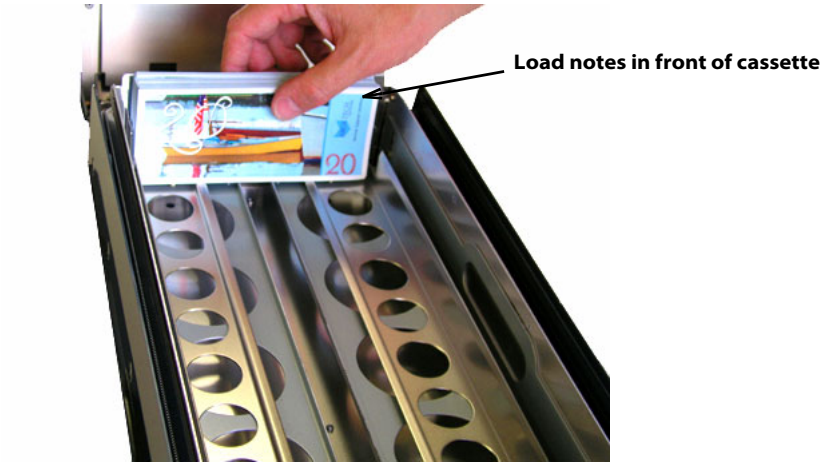

Figure 3-9: Loading notes into the casette

9. To release the pressure plate, simply pull the green marked handle toward the rear of the cassette to release the latching mechanism. The spring loaded pressure plate will move forward until the note stack touches the front support.

10. Release the handle and the notes should remain between the front support and the pressure plate in an upright position, neatly stacked between the cassette guides.

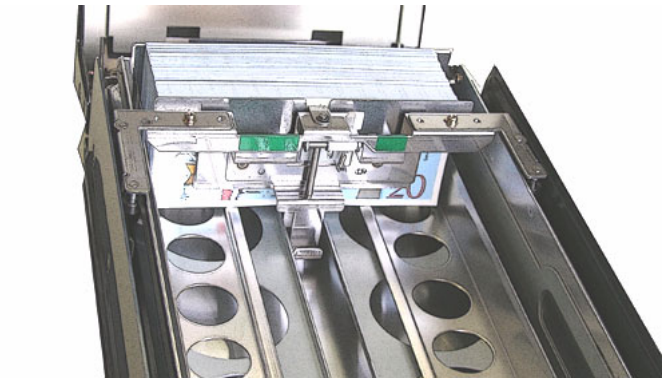

Figure 3-10: Cassette with notes loaded.

11. Close the lid of the cassette and ensure that the cover latch has engaged with the base.
12. If required, the latch may be sealed or the cassette locked.
13. Push the loaded cassette firmly into the dispenser until it clicks into place. Some teller software packages require that the cassettes be placed in the same position from which they originally came. If the cassette is inserted into a different position an error could result during operation.
14. Close and lock the safe door.
15. Make necessary adjustments to the inventory control system and proceed with normal transactions.

Dispensing Cash

The procedure required to perform dispense transactions will vary according to the teller software interface you are using. In order to operate the Arca2600, you input the proper data and send the dispense command (which varies by interface) to the unit. The Arca2600 will process the request and dispense the requested amount of cash.

After the cash has been delivered to the note delivery area, confirm that the teller light button on your side is illuminated and remove the cash. The cash can be passed to the customer and the transaction completed. If you are performing a transaction on the vault buy port, both lights will illuminate.

Your teller light will alert you by flashing if an error occurs during the dispense. You should verify the amount of money dispensed

corresponds to the amount reported by your teller software and follow your standard operating procedures for this situation.

Important:
Unless visibly damaged or worn, bills in the divert area can be reloaded into the Arca2600.

Divert Area

Occasionally during use, the Arca2600 will divert notes that are unfit for dispensing (due to picking double notes, damaged notes, etc). These notes are diverted into the rear area of the cassette that is in the top position. When loading notes into the cassettes you should check the top cassette for bills that have been diverted.

Emptying the Divert Area

To empty the divert area you should proceed as follows:

1. Unlock and open the safe door.
2. Remove the top cassette from the dispenser and open it.
3. Remove the diverted notes from the rear of the cassette.

   NOTE: This currency is still classified as part of the inventory of the dispenser. Unless the notes are damaged or of poor quality they should be reloaded in the cassette for dispensing. Damaged or poor quality notes should be replaced by notes of acceptable quality.

4. Slide the cassette back into the terminal until it clicks in place. Please be aware that the Arca2600 will not operate and will produce an error if the top cassette is not completely inserted into the dispenser.
5. Close and lock the safe door and return to normal operation.

4 End of Day Balancing

For detailed instructions on balancing, please consult the policies and procedures of your financial institution, as well as the user manual for the teller software interface you are using to operate the Arca2600. What follows is a conceptual overview of the balancing process that can be applied in many different situations.

The Arca2600 can dramatically speed up your end-of-day balancing process. Balancing should be done according to your existing procedures, but you need to know how the Arca2600 fits into your operations.

The Arca2600 can be integrated into your branch operation as either an extension of the main vault (remote vault) or as a separate teller.

With either approach, you can enjoy the benefits of having to reconcile only once (at end-of-day balancing) for all the money you receive during the day. Rather than having to make multiple vault-buys throughout the day, you can perform a single CASH IN transaction at the end of the day for the total amount that you have dispensed (there will be a corresponding CASH OUT for the vault or the teller number assigned to the dispenser).

How does the teller balance?

As a teller, you prepare a CASH IN ticket at the start of the balancing process for your drawer and a corresponding CASH OUT ticket for the vault or teller number assigned to the dispenser. The amount for these CASH IN and CASH OUT tickets is equal to the amount dispensed by the Arca2600 since you last balanced.

At this point, you can balance according to normal procedures. These procedures can vary among financial institutions, but should at least include the following steps:

a. Enter STARTING CASH

b. Add CASH INs (including the CASH IN ticket for the amount dispensed)

c. Subtract CASH OUTs

d. Calculate NET CASH in drawer with this formula: (STARTING CASH + CASH IN – CASH OUT = NET CASH)

If the physical count of the cash in the drawer is equal to the NET CASH calculation, then you are in balance. Without a dispenser, this last step can be a time-consuming and error-prone process because of the amount of money that can be in the drawer. With the Arca2600, the amount of money needed in your drawer is dramatically reduced,

leading to faster and more accurate balancing, while providing better security for the tellers in the branch.

How is the dispenser balanced?

If the Arca2600 is set up as a remote vault, then the Vault Supervisor will simply treat the dispenser as an extension of the vault. The starting cash in the dispenser is included in the total starting cash for the vault. The Vault Supervisor must insure that a CASH OUT ticket is received from each teller that used the dispenser and insure that the tickets add up to the total amount dispensed from the Arca2600. The new NET TOTAL for the dispenser is added to the physical count of the cash in the vault and all cash outs are treated as they normally would be in balancing the vault.

If the Arca2600 is set up as a separate teller, then the Teller Supervisor must balance the dispenser according to the same principles outlined above for teller balancing.

a. Enter STARTING CASH

b. Add CASH INs (if money was added to the dispenser)

c. Subtract CASH OUTs (make sure you have a CASH OUT ticket from each teller that used the dispenser. The total of all CASH OUT tickets should equal the total amount dispensed).

d. Calculate NET CASH in dispenser with this formula: (STARTING CASH + CASH IN – CASH OUT = NET CASH)

5 Troubleshooting Guide

While the Arca2600 is very reliable, every piece of hardware can experience occasional problems. Below are some basic troubleshooting tips for the most common errors encountered. For a more complete list of solutions and a list of all error codes, refer to the Arca2600 Service Manual. As a general rule, any parts that are marked or coded in green are "touch-points" for users to access areas of the dispensing system.

Dispenser Jams

The procedure for clearing a jam depends on whether the jam is in the pick module, presenter module or the main transport.

Jam in Pick Module

The jam can be at any pick area of any cassette present in the dispenser.

1. First unlock and open the safe door. Locate the cassettes.
2. Press the release button of a note cassette and pull it out of the dispenser.
3. Inspect the opening in the dispenser and remove any jammed notes. If there are no notes present in this opening, continue to remove the other cassettes until you have inspected all the cassettes.
4. Verify the internal gate is in the closed position. To close this gate, reach all the way into the empty module (with cassette removed) and press the green labeled tab that says "close" until it clicks into place.
5. Push the cassettes back into the dispenser until latched into their proper place. Please note that the Arca2600 will not operate with cassettes partially inserted.

Jam in Main Transport

1. Unlock and open the safe door.
2. Pull the dispenser mounting rack out until it is fully extended from the safe.
3. Look in the transport (on top of the dispenser) to locate any jammed note(s).
4. Carefully remove any jammed note(s) from within the transport.
5. Once the note(s) have been removed from the transport and make sure that the transport belts are still located on top of the pulleys.
6. Slide the unit back into the safe. Close and lock the safe door.

Jam in Presenter Module

1. Unlock and open the safe door.
2. Pull the dispenser mounting rack out until it is fully extended from the safe.
3. Open the presenter by lifting the flat lever (marked with green) on the top of the dispenser near the middle of the main transport. The presenter will rotate forward on a hinge, revealing the note-pooling area.
4. Look in the open pooling area to locate any jammed note(s).
5. Carefully remove the jammed note(s) from within the transport.
6. Close the presenter, making sure it "clicks" into place.
7. Slide the unit back into the safe. Close and lock the safe door.

Conditions Indicated by the Teller Light Indicators

The Teller Indicator Lights may behave abnormally, indicating a problem.

The incorrect light is lit after each dispense

1. Check to see that your teller system is configured properly. Typically, station "A" should dispense to the right side and station "B" should dispense to the left side. (However, certain teller software applications handle the direction of the lights differently.)
2. If the problem persists, call a service technician.

The light flashes after a dispense

1. Count the amount of money dispensed and verify that the amount matches the dispense (cash out) amount reported by your teller software.
2. Follow your standard operating procedures in this event.

Dispenser Errors

This table lists the error codes and messages that will appear in a pop-up window when there is a problem with the dispenser.

Error Code	Error Description	Recovery Procedure
31	[Warning]: Cassette Low	Check cassette inventory and replenish inventory in the indicated cassette.
32	Cassette Empty	Load inventory in the empty cassette and perform a Cassette Status Clear to turn the cassette back "On".
33	Lifts Are Down	The safe door is open. Close the safe door and reattempt the dispense. If closing the door does not correct the problem, call your Service Technician.
34	[Warning]: Rejected Notes	The dispenser detected that bills were rejected. If no notes were dispensed, retry the dispense. Check the reject area for excessive number of notes. If the problem persists, call your Service Technician.
35	Wrong Count	Dispenser detected a miscount of notes. Compare notes actually dispensed to notes reported as dispensed. Retry the dispense or pay the balance from drawer if needed.
36	Failure to Feed	There has been a pick failure. • Verify that all cassettes are fully inserted into the mechanism. • Verify that the top cassette is fully inserted and the latch on the left side of the reject bin is down. • Verify there are notes in the cassettes. • Check that the cassettes are loaded properly (notes should be straight, push up plate should press the notes firmly against the back of the cassette and the top alignment guide should not put too much pressure on sides and tops of notes. • Verify the notes are of acceptable quality. • Remove any new bills and fan them to help prevent sticking. • With cassette removed from dispenser, verify that the internal gate is completely closed by pressing on the "close" tab mraked in green at the picking mechanism.
37	Transmission Error	Verify dispenser cables are connected properly and retry the dispense. Call your Service Technician if problem persists.
38	Illegal Command or Command Sequence	Invalid command was sent by software. Retry the dispense. Call your Service Technician if problem persists.
39	Double Detect Malfunction	Make sure there are no notes jammed in the main transport area and that the dispenser is fully inserted in the safe and with the locking pin in place. Retry the dispense. Call your Service Technician if problem persists.

Error Code	Error Description	Recovery Procedure
3A	Feed Cassette Not Properly Installed	Verify all cassettes are present and are properly inserted in the dispenser. Retry the dispense.
3E	Cassette Parameters Not Initialized	Call your Service Technician.
3F	Purge (Reject) Cassette Not Properly Installed	Check that top cassette is present and fully inserted. Call your Service Technician if problem persists.
40	Delivery Failure	This error can occur when notes are jammed in the main transport area. • Open the safe and pull out the dispenser. • Inspect the bill path for any jammed notes. • Open the pooling area by lifting the green marked lever in the middle of the top section. The front presenter will rotate down on a hinge, revealing the pooling area. Clear any notes in this area, being aware that the notes are still part of dispenser inventory. Shutter problems can create this error. Verify that the shutter is not blocked open or jammed in the closed position.
41	Reject Failure	A delivery error that could occur due to interference with the dispense operation. Retry the dispense. Call your Service Technician if problem persists.
42	Too Many Notes Requested	Too many notes were requested. Retry the dispense with fewer notes. Maximum note count is determined by initial dispenser settings and software settings.
43	Too Many Notes on Conveyor	Notes may be jammed or skewed in the main transport. Retry the dispense. • If error persists, open the safe and pull out the dispenser on its rails. • Inspect the main transport for notes in the bill path and remove any notes. • Close the safe door and retry the dispense.
45	Illegal Cassette Number	Cassette may be damaged or inserted incorrectly. Remove cassette and re-insert then retry the dispense. Call your Service Technician if problem persists.
46	Main Motor Failure	Motor may have failed. Call your Service Technician if problem persists.
4A	Feeder Sensor Fail	Verify there is no obstruction in the note path, especially in the pick module, main transport and pooling areas. Call your Service Technician if problem persists.

Error Code	Error Description	Recovery Procedure
4D	Notes in Delivery Throat	Notes may remain in presenter area. • If there are no notes in the delivery area, open the safe and pull out the dispenser, inspecting the front part of the main transport for remaining or jammed notes. • Remove the notes, replace the dispenser and close the safe door. • Retry the dispense.
4E	Communications Time-Out	Verify the dispenser is plugged in and powered on and all cables are connected properly and retry the dispense. The teller stations should be plugged in from the serial port on the host to the correct port on the safe using the cable provided with the Arca2600.
50	Cassette ID Does Not Match	Cassette positions may have changed. Verify the cassettes are in their proper positions.
51	Reject Cassette Full	Remove notes from the reject cassette, noting the amount of each denomination present in the bin. Replenish inventory with quality notes in respective cassettes. Remove poor quality notes from inventory.
52	Printer Error	Either of these errors should only occur if an optional printer has been installed inside the dispenser. Call your Service Technician.
60	Internal Program Error	An internal error has occurred. Call your Service Technician.

Service Guidelines

Appendix A

Cleaning and Belt Alignment

Periodically, the Arca2600 dispenser should be cleaned with canned air and the belts should be checked for proper alignment. The outside may be wiped down with a damp cloth.

Preventive Maintenance by Service Technician

Depending on your transaction volume, ArcaTech Systems recommends 1 or 2 preventative maintenance calls per year. Please consult with your service provider for a recommended schedule.

Shipping

If the dispenser ever needs to be moved or shipped to a different location, please be sure to re-install the protective shipping material prior to moving the dispenser. If you have misplaced the shipping materials that came with the Arca2600, you can order the appropriate material by calling your Service Technician or ArcaTech Systems.